

## EPA.Gov Online Questionnaire

EPA ICR 1711.03

Please help us improve this Web site for you by completing this short customer satisfaction questionnaire. We will use your comments to improve our service to you. Please note that if you have comments or questions, or were unable to locate information, you will have the opportunity to contact us after completing the questionnaire. Thank You!

**1. How satisfied were you with your overall visit to our site? (Please check one box)**

*(Rating Scale from 1 to 6, - with 6 being best and 1 being the worst)*

**2. Did you find the information you needed?**

☐ Yes ☐ Partially ☐ No ☐ Just Browsing

**3. Please indicate the type of information you look for on EPA's Web site. (Check all that apply.)**

☐ General Environmental/Health Information

☐ Topics in the News

☐ Laws, regulations, and other legal guidance

☐ Environmental Information specific to your town/state/region

☐ Specific environmental/health topic (for example, lead, wetlands, auto emissions)

☐ Other

If other, please specify: \_\_\_\_\_

**4. Clarity and understanding greatly affect how satisfied people are with Web pages. Please indicate your level of agreement with the following:**

**As you were reading the information on the EPA site ...**

**a.) the language was easy to understand.**

*(Rating Scale from 1 to 6, - with 6 being best and 1 being the worst)*

**b.) the level of technical terms used was appropriate.**

*(Rating Scale from 1 to 6, - with 6 being best and 1 being the worst)*

**c.) the number of abbreviations/acronyms was appropriate (for example, EPA, PCBs, etc.)**

*(Rating Scale from 1 to 6, - with 6 being best and 1 being the worst)*

(CONTACT - KEVIN DONOVAN -OEI-IAD, 202-260-0346, donovan.kevin-e@epa.gov)

**5. Please rate each of the following aspects of our site:**

**Ability to Navigate around Web site**

*(Rating Scale from 1 to 6 and N/A, - with 6 being best and 1 being the worst)*

**Time to Download Information**

*(Rating Scale from 1 to 6 and N/A, - with 6 being best and 1 being the worst)*

**Information is Up to Date**

*(Rating Scale from 1 to 6 and N/A, - with 6 being best and 1 being the worst)*

**Ability to Search for Information**

*(Rating Scale from 1 to 6 and N/A, - with 6 being best and 1 being the worst)*

**Usefulness of Information**

*(Rating Scale from 1 to 6 and N/A, - with 6 being best and 1 being the worst)*

**-Information assists in making health and safety decisions for you and your family**

*(Rating Scale from 1 to 6 and N/A, - with 6 being best and 1 being the worst)*

**-Information assists in determining your purchases**

*(Rating Scale from 1 to 6 and N/A, - with 6 being best and 1 being the worst)*

**6. How did you first learn about EPA.Gov ?**

☐ Search Engine (FirstGov, Yahoo, AOL, Lycos, Google, etc.)

☐ Link from another site

☐ An EPA Hotline Telephone Service

☐ Federal Register Notice

☐ Friend or Colleague (word of mouth, or email)

☐ Newspaper

☐ Television or radio

☐ Magazine or journal

☐ Other

If other, please specify: \_\_\_\_\_

**7. How often do you visit the EPA Web site?**

☐ This is my first visit

☐ Daily

☐ Weekly

☐ **Monthly**

**8. Which best describes you ? (Please select one)**

☐ **Community Group Representative**

☐ **Researcher/scientist**

☐ **Industry Representative**

☐ **Consultant**

☐ **State Govt.**

☐ **Federal Govt.**

☐ **Tribal Govt.**

☐ **City, County Govt.**

☐ **Teacher**

☐ **Student**

☐ **Journalist**

☐ **Non-Profit Organization**

☐ **Librarian**

☐ **General Public**

☐ **Other**

**If other, please specify:** \_\_\_\_\_

**9. What one thing would you change about this Web site ?**

\_\_\_\_\_ (respondents will have up to 1000 characters to respond)

**Thanks Again for Completing this questionnaire. Please choose one of the two boxes below to submit your input.**

Submit & Return  
to EPA Web Site

Submit & Contact EPA with  
Comments or Questions

**Burden Statement:** Public reporting burden for this collection of information is estimated to average three (3) minutes per response, including the time for reviewing instructions, gathering information, and completing and reviewing the collection of information. Send comments on the Agency's need for this information, the accuracy of the provided burden estimates, and any suggestions for reducing the

burden, including the use of automated collection techniques to the Director, OEI Collections Strategies Division, United States Environmental Protection Agency, Mail Code 2822, 1200 Pennsylvania Avenue, N.W., Washington, DC 20460-0001; and to the Office of Information and Regulatory Affairs, Office of Management & Budget, 725 17<sup>th</sup> Street NW, Washington, DC 20503. Attention : Desk Officer for EPA. Include the EPA ICR number (1711.03) and the OMB control number (2090-0019) in any correspondence.